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FACT SHEET

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Court Case Management System (CCMS)

The California Court Case Management System (CCMS) is a statewide technology initiative to bring the courts together to use one application for all case categories. The project is being managed by the Administrative Office of the Courts (AOC), Southern Regional Office in Burbank, with the participation of more than 200 court representatives from 28 counties, the AOC Information Services Division, and the AOC Center for Families, Children & the Courts in San Francisco.

CCMS Application

The Court Case Management System (CCMS) will be deployed in all trial courts in California and hosted at the California Courts Technology Center.

This sample CCMS screen allows the user to enter criteria and search for a specific case.

CCMS began with the development of a criminal and traffic product called V2. Next, the V3 product was developed for civil, probate, small claims, and mental health case management. These two products are currently in use at seven California trial courts. V4 is the final development phase and will combine the functionality already developed in V2 and V3 with new functionality for family law and juvenile case categories. V4 will also include statewide reporting, court interpreter and court reporter scheduling, and integration with justice partner applications.

Functionality

The CCMS application manages civil, small claims, probate, mental health, criminal, traffic, family law, juvenile dependency, and juvenile delinquency cases. The following case management functionality is included in the product:

Cases & Courtroom

- Case Initiation
- Case Management
- Calendaring
- Counter
- Filings
- Judicial Officer Screens
- Tentative Rulings
- Probate Notes
- Hearings/Courtroom Events
- Exhibits
- Register of Actions
- Disposition
- Appeals

Fiscal

- Accounting (Business Office and Reports)
- Cashiering
- Collections

Administration

- Person/Entity Management
- Work Queues/To-do Lists
- Resource Assignment
- Form/Notice and Document Generation
- Records
- Reporting
- Issuances
- Warrants

The following functionality will also be developed to support the judicial branch:

Unified family court

Today, cases involving family members may be heard in different courts and judicial officers may not be aware that these individuals are involved in multiple cases. This can lead to conflicting orders based on incomplete information. As rules of court evolve, these cases could be coordinated if the related cases and family members can be identified at the time of filing.

By providing a model that links individuals to family units and connects one family unit to another, CCMS will support the courts' ability to manage a family in a unified manner. This will reduce the number of hearings, potentially lower the number of times children must testify, and lessen the risk of conflicting orders.

Electronic filing (e-filing)

The California CCMS is designed to allow the following capacities:

- Electronic service and noticing of case participants; and
- Receipt of electronic filings from e-filing service providers (third-party vendors), justice partners, and a state-owned e-filing provider.

The AOC and lead courts completed design sessions to enhance CCMS e-filing functionality.

Interfaces with California justice partners

The CCMS project is a historic opportunity to improve data sharing between the courts and all of their justice partner agencies through the application of standard data definitions and universal technology. Examples of agencies identified for data exchanges include:

- Appellate Court Case Management System (ACCMS)
- California Highway Patrol (CHP)
- California Department of Social Services (CDSS)
- Department of Child Support Services (DCSS)
- Department of Motor Vehicles (DMV)
- California Department of Justice (DOJ)
- Local justice partners (e.g., prosecutors, public defenders, probation, sheriff)

Statewide reporting

The statewide data warehouse will give the judicial branch the ability to store and report information on case volume, types of orders, case duration, fee waivers, collection performance, and court costs (e.g., cost per courtroom hour). This will improve statistical information and enable better operational and policy decisions. The statewide data warehouse will facilitate the ability of the AOC to run statistical reports, thereby relieving court staff who currently produce and report this information.

Remote access portals

CCMS access will provide remote access to case transactions and information in the following ways:

- Public and courthouse portal. A public Web site will allow users to search for case information, pay fines and fees, request traffic school enrollment, request a continuance on a traffic case, access court calendars, and view certain case documents. Computer stations located inside courthouses will have the same functionality as the public Web site, as well as access to additional court documents and the ability to request certified copies.
- Registered public/justice partner portal. After establishing secure login credentials, case participants and justice partners will have remote access to their case information.

Interpreter scheduling

CCMS will provide the courts with the ability to communicate their needs for interpreter services. Using the CCMS, both regional and local court interpreter coordinators can track assignments flagged for interpreter services and manage the scheduling of interpreters. Courts will also have the ability to create reports on the use of interpreter services to meet their reporting requirements.

Court reporter scheduling

The CCMS application will have the ability to track court reporter status, demographic data, and assignments.

CCMS Goals

“CCMS moves beyond the vision of focused efficiency improvements for selected case types and aspires to deliver improved efficiency for all cases, and improved quality of justice by providing ‘venue transparency’ across all case types at all courts.”¹ Venue transparency is a primary objective of the California CCMS project and will allow judicial officers access to information regardless of jurisdiction so they may have the most complete information to make decisions. CCMS This project supports the Judicial Council’s strategic plan to create a “branchwide infrastructure for service excellence.”² In addition, the following CCMS specific project goals support the strategic plan of California’s judicial branch of government:

- Support courts of different sizes and demographics.
- Efficiently manage system enhancements, especially those that arise from legislative changes.
- Reduce cost and improve the quality of internal court processes by eliminating paper and automating the work process.
- Establish standard procedures that will make it easy for courts to use a common solution with minimum customization.
- Utilize a common approach for all case categories based on “best practices,” a contemporary architecture, and continued technology evolution.
- Improve responsiveness, reduce cost, and improve justice coordination by establishing electronic interfaces with state agencies and justice partners.
- Provide opportunity to implement shared services in the future through a single system that can be used at all courts.
- Improve ability to respond to external requests for statistical information by providing a statewide repository of case information.

¹ Gartner Inc., *California Court Case Management System (CCMS) Business Case* (Dec. 2007), p.3.

² Judicial Council of California, *Justice in Focus: The Strategic Plan for California’s Judicial Branch 2006–2012* (2007), pp. 46–49.

History of CCMS

In 2001, an assessment was performed to understand the viability of the case management systems used by the courts. A number of courts were facing critical needs because of outdated systems, deficient technical support, inability to meet legislative and reporting requirements, and significant maintenance costs. This study concluded that a custom solution would be required to meet the needs of the local trial courts. Also, during this time, the Superior Courts of San Diego, Los Angeles, Ventura, and Orange Counties were considering the replacement of their existing case management systems and confirmed that available vendor products did not meet their requirements.

After a convergence effort to reduce the number of case management systems, it was agreed that collaboration on the development of a statewide system was a better approach. In early 2002, after review and approval by the Judicial Council, the courts and the AOC agreed on a common solution, and the California CCMS project was initiated. A governance structure for CCMS was established, which includes an oversight committee, steering committee, and regional program office. The oversight committee consists of the presiding judges of the five CCMS “lead courts” (the Superior Courts of Los Angeles, Orange, Sacramento, San Diego, and Ventura Counties) and the regional administrative director of the AOC Southern Regional Office. The steering committee consists of the executive officers of the five lead courts and their information technology officers.

A 2007 study conducted by Gartner Inc. quantified the benefits of CCMS and confirmed that “CCMS will dramatically improve efficiency at the courts and provide efficiencies for the public and organizations that interact with the courts.”³

Project Timeline

CCMS is in its final development stages and is undergoing rigorous application testing before it is made available to the courts. The AOC is making preparations to begin deployment activities in three early adopter courts: San Diego, Ventura and San Luis Obispo.

Contact:

For questions and the most current information available, please send an e-mail to:
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³ Gartner Inc., *California Court Case Management System (CCMS) Business Case* (Dec. 2007), p.2.